

DIVISION OF MENTAL ILLNESS

MENTAL ILLNESS DIVISION OFFICES

COMMUNITY SERVICES

OFFICE OF MENTAL ILLNESS COMMUNITY PROGRAMS

The Office of Mental Illness Community Programs serves as a liaison between DMH/MR and community mental health providers in an effort to enhance treatment for consumers. The office works to ensure that quality standards are implemented and maintained throughout the community provider network.

Responsible for:

- Planning and implementing new programs designed to further enhance treatment and quality of life for consumers.
- Working with community providers to maintain quality standards in existing services.
- Improving the community continuum of care available to adults with serious mental illness and children and adolescents with severe emotional disturbance with particular emphasis on services that divert admissions to and enhance discharges from state hospitals and other more restrictive treatment settings.
- Planning and coordinating services with other state agencies, advocacy organizations, state and local providers, insurers, and other interested parties.

Initiatives for the year:

- A Suicide Prevention Task Force was developed in concert with the AL Department of Public Health (ADPH) toward the creation of a Suicide Prevention Plan for Alabama. Task Force members received national training in suicide prevention; partnered with family members and survivors of suicide in recognition of a state-wide Suicide Prevention Week; and community mental health center staff received awareness training from the Task Force and the Suicide Prevention Plan.
- The DMH/MR was the recipient of a two-year Emergency Response Capacity Building Grant from the Substance Abuse and Mental Health Services Administration (SAMHSA). National leaders in disaster response were accessed and brought to the Alabama Council for Community Mental Health Boards' Annual Meeting and the Advisory Council developed an All Hazards Plan for increasing preparedness and mental health response to natural and man-made disasters.
- During the year, Hurricane Ivan made landfall in Orange Beach. A Federal Emergency Management Agency (FEMA) Grant was secured to provide crisis counseling to eleven counties in southern Alabama which were adversely impacted by Ivan.
- A Real Choice Grant made possible the development of a Person-Centered Treatment Planning curriculum with multiple trainings provided to community mental health center staff. The psychiatric rehabilitation manual included information for special populations, including children and adolescents, and senior citizens.



Consumer Ben has a family history of schizophrenia. He spent many years in and out of state institutions. Eventually, through community-based care, Ben has achieved a high level of recovery. He is an artist, poet, and musician.

- Staff participated in a National Policy Academy on Co-occurring Disorders with representatives from the Governor's Office, providers, family members, and consumers to develop a plan for integrated services for people with co-occurring mental illness and substance abuse disorders.
- The second annual Criminal Justice Conference was held February 2004, with over 250 law enforcement, judges, District Attorneys, and mental health professionals in attendance. The conference focused on the need for developing services that prevent criminalization of individuals with mental illness.
- The Mental Illness Division successfully applied for a Real Choices Grant to establish respite care services for youth diagnosed with a serious emotional disturbance.
- The Governor proclaimed the week of May 15-21 as Children's Mental Health Week. Various community mental health centers sponsored community events to raise awareness and reduce stigma associated with the mental health needs of children and adolescents.
- The first Child and Adolescent Psychiatric Institute was held with 30 psychiatrists who work with children across the state in attendance. The purpose was to increase the knowledge base of psychiatrists who work with children in public programs.
- An Adult Psychiatric Institute was also held with 59 psychiatrists in attendance. The purpose of the Institute was to assure that public-sector psychiatrists are well-informed on best practices.

- The number of adult community residential beds increased by 90 to improve community-based living options for consumers. Additionally, staff, providers, and advocates were instrumental in creating an organization called the Alabama Rural Coalition for the Homeless (ARCH). ARCH serves as the balance of the state continuum of care group that is necessary for the state to fully access all HUD funds allocated to it.
- The MI Division presented or sponsored tracks on co-occurring disorders, child/adolescent services, emergency response, and self-injurious behavior at the Annual Meeting of the Council of Community Mental Health Boards, which has an attendance of over 800 people interested in community mental health services.



The Alice Kidd Nursing Home is located on the campus of Bryce Hospital in Tuscaloosa, Alabama. The nursing home serves elderly Alabamians with psychiatric disorders.

MENTAL ILLNESS FACILITIES

BRYCE HOSPITAL

Bryce Hospital was established in 1861 in Tuscaloosa and is the oldest publicly operated mental illness facility in Alabama. In FY 04, the hospital had a capacity of 310 beds. During the year, Bryce served 1,065 consumers with 689 admissions and 674 discharges. Mr. David E. Gay, Jr., served as the director of Bryce Hospital.

ALICE KIDD NURSING FACILITY

The Alice Kidd Nursing Facility serves elderly consumers and is located on the campus of Bryce Hospital. The nursing home had its capacity reduced to 40 beds by the end of FY 04 following placement of many consumers in community nursing homes during the year. The facility served 126 elderly consumers. Ms. Nedra Moncrief-Craig continued to serve as director of the Alice Kidd Nursing Home.

TAYLOR HARDIN SECURE MEDICAL FACILITY

Taylor Hardin Secure Medical Facility is a maximum-security forensic facility in Tuscaloosa. The facility provides evaluation and treatment services pursuant to orders issued in criminal cases by circuit courts from all 67 counties. Taylor Hardin has a capacity of 114 beds. During FY 04, the facility served 256 consumers on 137 admissions and 119 discharges. Mr. James F. Reddoch, Jr., continued as director.

MARY STARKE HARPER GERIATRIC PSYCHIATRY CENTER

The Mary Starke Harper Geriatric Psychiatry Center, located on Bryce Campus in Tuscaloosa, served 356 elderly consumers in FY 04. Harper has a capacity of 96 beds. There were 247 admissions and 255 discharges during the year. Dr. Beverly Bell-Shambley continued as facility director.

NORTH ALABAMA REGIONAL HOSPITAL

North Alabama Regional Hospital (NARH) is located in Decatur, Alabama and provides acute care services in the northern part of the state. In FY 04, NARH served 684 consumers and has a capacity of 74 beds at any given time. The facility admitted 604 consumers during the year and discharged 607. Mr. Charles Cutts continued as facility director.

GREIL MEMORIAL PSYCHIATRIC HOSPITAL

Greil Hospital is located in Montgomery, Alabama and provides short-term acute care for consumers in the central part of the state. Greil has a capacity of 66 beds. During FY 04 the facility served 656 consumers, with 592 admissions and 590 discharges. Ms. Susan Chambers continued as facility director.

SEARCY HOSPITAL

Searcy Hospital was established in 1902 in the town of Mt. Vernon in northern Mobile County and had a capacity of 272 beds in FY 04. Through a combination of acute care and extended care beds, Searcy served 797 consumers during the year. There were 502 admissions and 417 discharges. Ms. Beatrice McLean continued as facility director.

THOMASVILLE MENTAL HEALTH REHABILITATION CENTER

The Thomasville Mental Health Rehabilitation Center (TMHRC) relocated from Thomasville, Alabama to the campus of Searcy Hospital in FY 04. It had a capacity of 72 beds and served 110 consumers during the year. At the end of the fiscal year, TMHRC became part of Searcy Hospital to provide extended care service for the central part of the state. Dr. Michael Carlton was the facility director in FY 04.

MENTAL ILLNESS SUPPORT SERVICES

OFFICE OF DEAF SERVICES

The Office of Deaf Services is responsible for developing and implementing programs that meet the linguistic and cultural needs of DMH/MR's consumers who are deaf or hard of hearing. Services are designed to be affirmative and supporting to consumers who traditionally have not been able to benefit from services offered by the department.

Responsible for:

- Ensuring that Alabamians who are deaf or hard of hearing have access to a full array of linguistically and culturally appropriate services, including various community-based service options.
- Developing an acute in-patient services unit for people who are deaf. This unit will be designed to treat people with co-occurring mental illness and substance abuse problems. It will be the only unit of its kind in the country.
- Overseeing regional coordinators of deaf services who are located in Huntsville, Birmingham, Montgomery, and Mobile. Services are delivered through contracts with community mental health centers. Regional coordinators work with local mental health centers to coordinate the delivery of linguistically and culturally appropriate services.
- Training, monitoring, and collaborating with staff from the divisions on improving their services to people who are deaf or hard of hearing.
- Conducting the Alabama Mental Health Interpreters Training (ALMHIT) program, an 80 hour course of study for advanced interpreters who wish to work in mental health settings.
- Community outreach and education to both the deaf community and the general community in Alabama through the use of media, workshops, and town hall sponsorship of deaf community events and activities.

Initiatives for the year:

- Through the hearing status reporting process set up in conjunction with the CDR and the CARES databases, 126 deaf consumers and 1,195 hard of hearing consumers were identified in community programs. On the average, 56 hard-of-hearing and eight deaf people per month were served in our state operated facilities.
- Established Deaf Services Regional Offices throughout the state.
- Opened three group homes for the deaf in the Birmingham area, including a unique program for people who are deaf and blind.
- Office staff provided training for more than 1,200 people across the State.



The Office of Deaf Services provides a network of regionally based coordinators who specialize in working with people who are deaf or hard of hearing.

- Renovation work began on the deaf inpatient unit at Greil and it will be named the Bailey Deaf Unit. Dr. Frances Ralston has been hired to direct the program.
- Established a well-received electronic newsletter that reaches hundreds of people.
- Provided mental health interpreter training. This 40-hour training provides experienced interpreters with practical and theoretical tools for working in this highly specialized area. A total of 50 interpreters have taken the training. Following the training, interpreters wishing to be certified as Qualified Mental Health Interpreters (QMHI) must then participate in a 40-hour supervised practicum. Following successful completion of the practicum, candidates sit for examination, and upon passing, are awarded their QMHI certification. To date, eight interpreters have completed this entire process.
- Conducted training and education activities at the National Association of the Deaf Convention, The Southeast Regional Institute on Deafness Conference, the Recovery Conference, and other major meetings.



More than 800 consumers meet each year at the Shocco Springs Conference. At the end of the conference consumers participate in a candlelight service that is symbolic of their victory over the challenges of the past year.

- Conducted in-state training activities for providers of mental health services. Over 1,100 people (unduplicated) have attended training sponsored by ODS.
- Established a network of video conferencing sites at various mental health centers across the state. This allows people who are deaf to communicate with signing clinicians regardless of where they are.
- Office staff has received recognition for their work by professional and peer organizations. Charlene Crump was named the Southeast Regional Institute on Deafness Interpreter of the year, and Steve Hamerdinger, The Council of Organizations Serving Deaf Alabamians Professional of the Year.

OFFICE OF CONSUMER RELATIONS

The Alabama Office of Consumer Relations provides information, staff, and technical support and assistance to consumers and consumer organizations throughout the state and insures that consumers have input into the management and decision-making process of the Mental Illness Division. The fact that consumers and family members have guaranteed positions on all of the Mental Illness Division committees played an important role in the settlement of the *Wyatt* Case.

Responsible for:

- Coordinating the Annual Alabama Recovery Conference at Shocco Springs at Talladega and other consumer events.
- Providing an incoming toll-free telephone number for consumers and family members.
- Coordinating departmental funding and provide technical support to consumer organizations and programs aground the state, such as consumer run drop-in centers in Mobile, Selma, Birmingham, Tuscaloosa, and Huntsville
- Providing support for CONTACT/Wings Across Alabama, a new statewide consumer organization established in 2004
- Working with the Visionary Guild, a statewide organization of artists and writers with mental illness
- Assisting the Alabama Minority Consumer Council (AMCC), a statewide consumer organization that provides information and addresses issues of importance to minority individuals with mental illness
- Providing training to consumer organizations, providers, law enforcement, and universities.

- Providing speakers for the monthly Recovery Program at Greil Hospital.
- Publishing a free newsletter *LISTEN*, with a circulation of 5,000.
- Coordinating the department's peer support specialist program.

Initiatives for the year:

- Coordinated the 12th Annual Alabama Recovery Conference at Shocco Springs with attendance of over 850 with the majority being consumers.
- Participated in the Law Enforcement and Disabilities program (LEAD) and the Crisis Intervention Training Program at Auburn University at Montgomery and at the State Trooper Academy in Selma.
- Participated in statewide Case Managers Training sessions. Provided in-service training for Community Mental Health Centers and spoke on consumer issues and perspectives at the University of Alabama.
- Participated in the Recovery Program at Greil Hospital.
- Assisted in coordinating the Voice and Vision art exhibit at the Montgomery Museum of Fine Arts.
- Participated in town meetings held by CONTACT/Wings Across Alabama in Auburn/Opelika and Cullman.
- The Directions Council, which is made up of the leaders of consumer organizations around the state and serves as the advisory council for the Office of Consumer Relations. The Council provides consumer appointments to departmental committees and coordinates the Community Support Specialist Program, which connects peer support to individuals around the state with mental illness and substance abuse addiction.

OFFICE OF CERTIFICATION SERVICES

The Office of Certification Services performs compliance reviews on all covered entities to assure that they comply with standards of operation and treatment. In addition to conducting on-site reviews of provider organizations, the staff provides technical assistance to providers to enhance compliance with the standards. They also provide valuable input into the planning and development of new services.

Responsible for:

- Application of certification standards to covered community providers.
- Development of policies and procedures for the certification process and collaboration with other Divisions within the Department to assure a consistent and well-coordinated certification process.
- Participation in the creation of standards for new services and refinement of existing standards.

- Provision of technical assistance to current and potential providers to promote quality services.

Initiatives for the Year:

- Staff participated in the development of revisions to the administrative review process.
- The certification scoring process was refined to better reflect the performance of the providers.
- Reviews of new services were performed on an expedited basis to facilitate the development and implementation of new, critically needed services.

OFFICE OF PERFORMANCE IMPROVEMENT

The Office of Performance Improvement works to provide opportunities for input in DMH/MR performance improvement systems from consumers, family members, providers, consumer groups, advocacy organizations, and advocates. The Performance Improvement (PI) Office also measures standards of care and consumer satisfaction in facilities and community programs.

Responsible for:

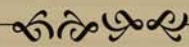
- Initiating, developing, and coordinating activities designed to enhance performance improvement efforts across the State's inpatient MI facilities and certified community programs.
- Organizing and coordinating the activities of the Mental Illness Performance Improvement Committee, PI Subcommittees, and Workgroups.
- Ensuring the measurement of key functions and processes to determine whether established standards of quality are met or exceeded in certified community programs and in inpatient MI Facilities.
- Facilitating the development of recommendations and actions, including but not limited to, changes in policies and procedures and standards of practice when trends, problems, or opportunities to improve care are identified.
- Providing education and technical assistance to facilities and community programs in order to assist in efforts to maintain accreditation and certification.
- Examining the performance of facilities and programs over time and utilizing benchmarking data for comparisons in order to improve services and outcomes.
- Ensuring that there is an ongoing process to provide meaningful opportunity for input on operation and improvement of the DMH/MR PI systems from consumers, family members, providers, consumer groups, advocacy organizations and advocates.
- Ensuring that the DMH/MR PI systems include consumer-oriented and person-centered standards.

Initiatives for the year:

- The MI PI Committee, in conjunction with NAMI Alabama, honored the staff of THSMF for their receipt of the National Gloria Huntley Award for exemplary practices in the management of aggressive behavior without the use of seclusion and restraint.
 - The MI PI Committee established two new performance measures for community programs including the "Suicide in the Community Indicator" and the "Elopement Under Commitment Order Indicator."
 - The MI PI Committee provided oversight to the Community MHSIP Survey process which was conducted in May 2004. Over 800 Adult, Youth, and Youth Family Satisfaction, Adult Life Satisfaction and Family Satisfaction Surveys were administered and analyzed.
 - The MI PI Office conducted over 30 on-site technical assistance visits to the MI facilities to assist in their efforts to ensure compliance with JCAHO accreditation and Medicaid/Medicare certification standards.
 - The MI PI Office conducted over 19 on-site technical assistance visits to the MI facilities to assist with the review of incident data, the development of risk reduction strategies, and other pertinent projects.
 - The PI Office conducted 11 on-site consultative visits to certified community providers to assist them with review of incident reporting standards, review and use of incident data and compliance with MI Community Continuous Quality Improvement (CQI) standards.
 - In August 2004, the PI Office presented a four part track at the annual workshop of the Council of Community Mental Health Boards on Conducting a Root Cause Analysis.
-

FAMILIES SERVED BY THE DIVISION OF MENTAL ILLNESS IN FY 04





DIVISION OF MENTAL RETARDATION



Neighborhood group home in Montgomery where three clients enjoy independent living with supports.

DIVISION OF MENTAL RETARDATION SERVICES

COMMUNITY SERVICES

OFFICE OF COMMUNITY SERVICES

The *Wyatt* case influenced the downsizing of state facilities and the proliferation of community programs. To support those programs, the Office of Community Services is organized into five regions throughout the state. Each regional office is staffed with individuals who work in collaboration with local providers, 310 corporations, family support groups, and other entities to enhance services and assist individuals with mental retardation to develop skills that will enable them to be more self-sufficient and have greater self-esteem within their community.

Initiatives for the year:

- Established a central mechanism in conjunction with Data Management for effectively establishing, updating, monitoring, and managing a waiting list for individuals in need of services from the division. This system assures that individuals eligible for services are served in an established order starting with the highest criticality scaled score.
- Developed and implemented a rate setting or fee for service reimbursement system for community programs which established standard rates of payment to providers based on the needs of the individuals that they served. This standardized system of reimbursement ensures the fiscal equitability of the service delivery system.

- Financially supported the Alabama People First organization beyond the end of their Systems Change grant from CMS to allow more time for chapter organization and expansion of chapter development.
- Appointed the Office of Consumer Empowerment Director as a member to participate in all committees/task forces of the division.

REGION I COMMUNITY SERVICES

- Community Services staff assisted 46 individuals to move to the community homes or to the W. D. Partlow Developmental Center based on the preferences of the individuals and their families between 10/1/03 and 10/31/03, when the Lurleen B. Wallace Developmental Center closed.
 - Community Services staff and providers were trained in the areas of Person-Centered Planning and Positive Behavior Support by faculty and staff from the University of South Florida (USF).
 - Training was provided to Early Intervention programs by faculty and staff from the USF on how to work more effectively with children who have a diagnosis of Autism.
-

REGION II COMMUNITY SERVICES

- Community Services staff provided training to providers related to the Incident Prevention and Management Plan, Person-Centered Planning, The Role Case Managers, Waiver Application Packets, and the OBRA Process.
- Partnered with United Cerebral Palsy (UCP) in sponsoring several sessions of the Miracle Riders in April of 2004, which is a horse back riding program for persons with cerebral palsy.
- Co-sponsored an eight week camping program (Summer CARE Program) with UCP in June 2004.
- Assisted in planning the 3rd Annual Balloon Blast and Air Show that was sponsored by the Fayette/Lamar/Marengo Arc, along with the City of Fayette at Guthrie Park in Fayette, AL in August 2004.

Region III Community Services

- Community Services staff assisted 55 individuals to move to community homes or to Partlow Developmental Center based on the preferences of the individuals and their families between 10/1/03 and 3/1/04 when the Brewer-Bayside Developmental Center closed.
- Community Services staff assisted in the facilitation of four person-centered plans.
- Technical Assistance and training was provided to all Early Intervention programs.
- Community Services staff hosted the 25th Annual Spring Conference in Gulf Shores, May 19-21 with approximately 300 persons participating.

Region IV Community Services

- Community Services staff assisted 64 individuals to move to community homes or to Partlow Developmental Center based on the preferences of the individuals and their families between 10/1/03 and 1/15/04 when the J. S. Tarwater Developmental Center closed.
- Region IV Community Services staff hosted its 9th Annual Region IV Reunion in May of 2004, which was attended by approximately 600 persons.
- A new day services program was established in October in Lowndes County.

REGION V COMMUNITY SERVICES

- Staff assisted 23 individuals in obtaining residential services/placement.
- Developed three person-centered plans in conjunction with University of South Florida (USF) consultants.
- Began a Positive Behavior Support Initiative with USF.



Partlow is only state institution offering residential care after the consolidation and closure of three developmental centers.

MENTAL RETARDATION DEVELOPMENTAL CENTERS

During the first two quarters of FY 04, the Division of Mental Retardation implemented Commissioner Kathy Sawyer's plan to consolidate three developmental centers including the L. B. Wallace Developmental Center, the J. S. Tarwater Developmental Center, and the A. P. Brewer Developmental Center. Families with relatives living in one of the targeted centers were given the choice of having their relative move to W. D. Partlow Developmental Center, a community program, or their home with needed supports. The census in all of the developmental centers at the beginning of the consolidation efforts was 325. The Wallace Center closed on 10/31/03 with 46 individuals moving; the Tarwater Center closed on 1/15/04 with 64 individuals moving; and the Brewer Center closed on 3/1/04 with 55 individuals moving. The census of Partlow Center at the end of consolidation efforts was 200.

W. D. PARTLOW DEVELOPMENTAL CENTER

W. D. Partlow Developmental Center, the first residential facility in the State with services for individuals with mental retardation, was opened in 1923 in Tuscaloosa. With the closure of A. P. Brewer Center on 3/1/04, W. D. Partlow Developmental Center remained the only state-operated residential center in the state which served 200 individuals and employed over 550 staff at the end of FY 04. For those individuals who moved to Partlow as part of the consolidation plan, many families, friends, and staff assisted to ensure that the moves were accomplished in a positive and caring manner. Both Partlow and Regional Community Services offices provided transportation to families from the Decatur, Montgomery, and Mobile areas to visit their relatives who moved to Partlow.

- Partlow contracted with an expert from the University of Alabama-Birmingham to provide augmentative communication evaluations and to develop communication devices suited to individuals' abilities and needs.
- The Medical Services Department was enhanced significantly with the employment of a new medical director, two certified registered nurse practitioners (CRNPs), and two pharmacists. In addition, services were enhanced to individuals with formalized service arrangements with a renowned psychiatrist with expertise in the specialty areas of geriatrics and developmental disabilities services.
- The Center employed a doctoral level psychologist/behavior analyst to lead the development, expansion, and improvement of psychological and behavioral services.
- The Center's quality enhancement efforts resulted in a revised procedure for the review of incidents so that both daily and weekly reviews are conducted.
- A variety of recreational activities were held throughout the year, including the Annual Christmas Dance with wonderful decorations and refreshments, the wearing of tuxedos and gowns, and featuring a live band.
- A supervisory training curriculum was developed by Staff Development for front line supervisors to enhance their ability to be role models, as well as implement all applicable policies and procedures.

MENTAL RETARDATION SUPPORT SERVICES

OFFICE OF CONSUMER EMPOWERMENT

A major goal of the *Wyatt* litigation was to establish consumer rights and empowerment. The Office of Consumer Empowerment, directed by a consumer, is responsible for providing additional resources for self-advocacy and self-determination to individuals with cognitive developmental disabilities. The office provides leadership and support in helping these individuals achieve inclusion in the community and more independence.

Responsible for:

- Establishing statewide newsletter and brochures for People First and Consumer Empowerment.

- Establishing an infrastructure for consumer input for consumers with mental retardation and/or developmental disabilities.
- Providing transportation, training, and technical assistance at consumer meetings.
- Conducting quarterly grassroots meetings across the state.

Initiatives for the year:

- Continued training in the area of self-determination through People First chapters.
- Developed resources for initiative continuation through Alabama Developmental Disabilities Planning Council funding proposal for their exploration of partnerships with universities, Arc's, and others.
- Conducted a public awareness program for law enforcement personnel.
- Trained staff in the area of Social Role Valorization with contract personnel.
- Conducted leadership training for Alabama People First officers.
- Conducted a presentation at the national Re-inventing Quality Conference sponsored by NASDDDS.



Keith and his family regularly attend meetings and workshops sponsored by the Office of Consumer Empowerment. He is a registered voter, has a job, and enjoys managing his own money. He is looking forward to sitting in on classes at Faulkner University.



The CSS Team approach received national attention in the February 04 edition of *Governing Magazine* for its innovative deliverance of a combination of psychiatric and medical care through regional offices.

- Provided Safe-Place training at two conferences within the state.
- Presented the "Tool Kit" to People First leaders, which is a package of information used to assist in the area of chapter development.

OFFICE OF PSYCHOLOGICAL AND BEHAVIORAL SERVICES

The Office of Psychological and Behavioral Services develops, implements, and monitors the division's overall psychological and behavioral services in the Partlow Developmental Center, five regional community services offices, and their community service providers (CSP). In addition, the office supervises the activities of three Comprehensive Support Services teams (CSS) throughout the state. The CSS teams were developed as part of the consolidation plan to provide support to people in the areas where the developmental center closed. This initiative received national acclaim in the February 04 edition of *Governing Magazine*.

Responsible for:

- Establishing and supervising three Comprehensive Support Services Teams comprised of professional staff who serve individuals with severe behavioral, psychiatric, dental, and/or medical challenges.
- Developing behavioral guidelines that outline the minimum

requirements for providing behavioral services to individuals with mental retardation.

- Providing training and technical assistance within a behavior analytic framework to both state and community agency staff.
- Developing guidelines regarding the medical, psychiatric, and dental care needed by individuals with mental retardation in order to assist physicians, psychiatrists, and dentists in the community.

Initiatives for the year:

- Comprehensive Support Services (CSS) Teams were formed in each of the three regions where the Development Centers were closed. Each team includes a Ph.D. (Team Leader) Psychologist/Behavioral Specialist, a MS Psychological Associate, a MS Children's Case Manager, two BS Psychological Assistants, a Primary Care Physician, a Psychiatrist, and a Dentist. The three teams serve the entire state.
- CSS Teams provided a variety of consultation and direct services for a total of 301 consumers during the year. Ninety-seven individuals received multiple services. There were 71 active cases at the end of the fiscal year.
- CSS Behavioral Staff provided 438 behavioral services to 168 consumers. The services were provided mainly to adults, but also to 11 children in a variety of settings.

- The CSS Primary Care physicians, psychiatrists, and dentists provided services for 49, 74, and 73 consumers, respectively. Services were provided in a variety of settings, including community group homes, family homes, community day programs, community medical/dental offices, and CSS clinics or offices.
- CSS Behavioral Staff conducted 122 training sessions for community providers.
- The Office helped design a brochure describing the services offered by CSS. The brochure was distributed to community service providers in order to make them aware of the CSS services.

OFFICE OF COMMUNITY CERTIFICATION

The Office of Community Certification conducts on-site reviews of community programs which provide services to consumers with mental retardation. In FY 04, more than 70 certified providers offered services to consumers in over 1,000 sites throughout the state. The certification program reviews are designed to ensure that services are of the highest quality.

Responsible for:

- Developing and implementing community program standards.
- Reviewing new provider applications.
- Preparing written reports of findings and recommendations from on-site certification reviews.
- Serving on the DMH/MR Certification Task Force.
- Establishing and maintaining a Standards Review Committee.
- Serving on the DMH/MR's Quality Council.

Initiatives for the year:

- Met with the Alabama Board of Nursing on several occasions to request consultation and action in developing regulations which would govern medication assistance by direct support workers in group homes.
- Reconvened the Standard Revision Committee as a means to give providers input into the development of a new Standards for Community Programs manual.
- Provided training to Regional Community Services nurses on "Physical Assessment of Consumers in Community Settings."
- Participated on a training panel at the Council's annual meeting with the focus on the areas of dysphasia and aspiration pneumonia.
- Conducted training sessions for community providers in the area of "Conducting Serious Incident Investigations."
- Developed and conducted training sessions for Regional Community Certification staff on the orientation manual for Standards for Community Programs.
- Established a data base which summarizes the most frequently occurring citations from site visits conducted by certification staff.

OFFICE OF QUALITY ENHANCEMENT

The Office of Quality Enhancement (QE) implements and monitors the division's quality enhancement programs for the state developmental center and for the community service provider network throughout the state.

Responsible for:

- Developing, implementing, and monitoring the division's overall Quality Enhancement Program.
- Establishing an Incident Prevention and Management System which ensures that providers have a mechanism to internally monitor incident trends.
- Increasing the utilization and application of consumer-driven principles through training of "person-centered" planning processes.
- Facilitating the development of quality enhancement plans in the areas of program evaluation, plan development, and data analysis.

Initiatives for the year:

- Participated in the National Indicators Project as a means to assess the satisfaction levels of consumers and families.
- The Quality Enhancement Council met quarterly to review incident information from the state-operated developmental centers and community programs.
- Over 400 consumer satisfaction surveys were administered for participation in the National Indicators Project.
- Conducted 162 pre/post satisfaction surveys for individuals moving from state-operated developmental centers to community programs and Partlow as part of consolidation efforts.
- Conducted a pre/post satisfaction survey for approximately 95 families for individuals moving from state operated developmental centers to community programs and Partlow as part of consolidation efforts.
- Completed a two-year Mortality Review report for calendar years 2002-2003 comparing mortality information for Alabama with national data.
- Monitored the implementation of the QE plan entitled "A Pathway Beyond Compliance" to ensure completion of identified quality activities.
- Regional QE staff and RCS staff participated in a "Train the Trainer" person-centered planning model in conjunction with contracted faculty and staff from the University of South Florida. The number of Person Centered Plan's developed and implemented increased over 200% during the year.
- Sponsored training/workshop efforts in area of Social Role Valorization for division staff, community providers, and administrative staff, and families.
- Developed and implemented a standardized Incident and Prevention Management System for community programs for monitoring and managing 26 types of reportable incidents, including investigations of allegations of abuse, neglect, mistreatment, and exploitation.

FAMILIES SERVED BY THE DIVISION OF MENTAL RETARDATION IN FY 04

